

# William Ray

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## Certifications

- free code camp Responsive Web Design - 2022
- Coursera Google IT Support Certified - 2022

## Training

free code camp Java Script - 2022

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Udemy Fullstack web development bootcamp - 2022

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## Skills Summary

connecting to the internet, css, css/html, customer service, customer service oriented, cyber security, html, it support, networking, networking services, operating systems, problem solver, python, quality assurance, responsive web design, security, software, transport and application layers, web design

## Professional Experience

### ABS Transitions

Aug 2022 - Present

Behavioral Health Manager

Created customized care plans, working with school staff and families to assess and meet individual needs. Spearheaded and implemented new projects to expand scope of engagement. Developed and updated policies and procedures, maintaining compliance with statutory, regulatory and local, state and federal guidelines relating to HIPAA, benefits administration and general liability Implemented successful technology program through professionalism, quality of care, and customer satisfaction

### DeCoach Rehab Ctr

Apr 2021 - Aug 2022

Housing Program Supervisor

Coached team members on productivity strategies to accomplish challenging goals. Organized and managed program development from conception through successful execution Orchestrated smooth and efficient program development by collaborating cross functionally across departments Directed team of 10 personnel, overseeing records, performance and quality assurance. Provided ongoing direction and leadership for program operations.

### Greater Cincinnati Behavioral Health Services

Aug 2020 - Apr 2021

Peer Support Specialist

Delivered exceptional customer service on collection calls and maintained calm and professional demeanor Monitored accounts for compliance with established payment plans and flagged non-compliances Collaborated with maintenance staff to repair equipment and maintain performance levels without sacrificing operational efficiency. Displayed sensitivity to cultural and linguistic needs of clients and families served. Provided emergency response in crisis situations to diffuse tensions and prevent violence

### Modern Psychiatry and Wellness

May 2019 - Aug 2020

Care Management Specialist

Provided safety planning, crisis intervention and case management to clients. Served as case coordinator, assuming responsibility for complex, high-volume assignments and guiding endeavors to successful completion. Created well-written, effective care plans appropriately matching needs of clients following standards and guidelines of funders, contractors and governmental regulations. Teamed up with managers and executives to assist in evaluating and improving performance of direct services, contributing to strategic program planning and development.

**Wilson recovery house**

**Nov 2018 - Jul 2019**

Manager

Coached team members on productivity strategies to accomplish challenging goals. Provided ongoing direction and leadership for program operations. Implemented new projects to expand scope of engagement. Implemented successful technology program through professionalism, quality of care, and customer satisfaction.

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**Education**

**Hamilton High School**

2009 • GED - GED

**southwestern college**

2022